



January 30, 2004

RECEIVED

Ex Parte

JAN 30 2004

Ms. Marlene H. Dortch

Secretary

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Federal Communications Commission

445 Twelfth Street, S. W.

Room TWB-204

Washington, DC 20554

RE *Section 272(b)(1)'s "Operate Independently" Requirement for Section 272 Affiliates,*
WC Docket No 03-228

Dear Ms. Dortch:

Enclosed for filing on behalf of SBC Communications, Inc., in the above referenced matter are 2 copies of the following documents:

1. SBC's ex parte filing in CC Docket Nos. 96-149 and 98-141 (SBC Petition for Forbearance and Modification) dated June 16, 2003, containing SBC's Request That Materials and Information Submitted To The Commission Be Withheld From Public Inspection, and SBC's Redacted Costs of OI&M Restrictions.
2. SBC's ex parte filing in CC Docket Nos. 96-149 and 98-141 (SBC Petition for Forbearance and Modification), dated September 9, 2003, containing the redacted version regarding further clarification to OI&M Costs.

These documents are not confidential and may be placed on the record. The proprietary version of both documents is being submitted under separate cover.

Sincerely,

A. Seam

Anu Seam

Attachments

Number of Copies rec'd 07/
List A B C D E

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

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JAN 30 2004

In the Matter of

Petition of SBC for Forbearance From
the Prohibition of Sharing Operating,
Installation and Maintenance Functions
Under Sections 53.203(a)(2) and
53.203(a)(3) of the Commission's Rules
and Modification of Operating, Installation
and Maintenance Conditions Contained in
the SBC/Ameritech Merger Order

CC Docket No. 96-149
CC Docket No. 98-141

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

REQUEST THAT MATERIALS OR INFORMATION SUBMITTED TO THE
COMMISSION BE WITHHELD FROM PUBLIC INSPECTION

SBC Communications Inc., on behalf of itself and its subsidiaries (collectively referred to as "SBC"), hereby requests, pursuant to section 0.459 of the Commission's Rules,¹ and consistent with the provisions of the Freedom of Information Act,² that the Federal Communications Commission (the "Commission") treat as confidential and withhold from public inspection the data submitted with this request.

On June 5, 2003, SBC filed a Petition for Forbearance and Modification asking the Commission to forbear from enforcing sections 53.203(a)(2) and 53.203(a)(3) of the it's Rules,³ which prohibit sharing of operating, installation, and maintenance ("OI&M") functions by section 272 affiliates and Bell operating companies ("BOCs") and by section 272 affiliates and other affiliates of the BOCs. SBC also asked the Commission to

¹ 47 C.F.R. §0.459.

² 5 U.S.C. §552.

³ 47 C.F.R. §53.203(a)(2)-(3).

modify the provisions of the *SBC/Ameritech Merger Order*⁴ that restrict the sharing of OI&M services.⁵ Accompanying the Petition, SBC filed a Declaration of Richard Dietz, President and CEO of SBC Data Services, Inc., which, *inter alia*, set forth the costs and burdens imposed on SBC and on consumers by the OI&M restrictions and the savings that could be achieved by grant of the requested relief.

The financial information submitted today for which confidential treatment is sought is competitively sensitive, proprietary financial data not otherwise made publicly available. It provides the detailed cost calculations and back-up support for the financial data provided in the Dietz affidavit. As such, it is “more akin to the type of information requested by the Commission in the review of an application for license transfer than a typical rulemaking.”⁶ Each page of the documents is marked: “CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER REQUESTED IN CC DOCKET NOS. 96-149 and 98-141 before the Federal Communications Commission.”

The Freedom of Information Act recognizes that “trade secrets and commercial or financial information obtained from a person and privileged or confidential” should be protected and are therefore exempt from the disclosure requirements of that Act.⁷

⁴ *In re Applications of Ameritech Corp., Transferor, and SBC Communications Inc., Transferee, For Consent to Transfer Control*, Memorandum Opinion and Order, 14 FCC Rcd. 14712 (1999) (“*SBC/Ameritech Merger Order*”).

⁵ In addition, the Commission was asked to make clear that the elimination of the OI&M restrictions would not affect the relief from tariffing it granted in *In re Review of Regulatory Requirements for Incumbent LEC Broadband Telecommunications Services*, Memorandum Opinion and Order, 17 FCC Rcd. 27,000 (2002) (“*ASI Tariffing Forbearance Order*”).

⁶ Verizon Petition for Forbearance from the Prohibition of Sharing Operating, Installation, and Maintenance Functions Under Section 53.203(a)(2) Of The Commission’s Rules, Order, ¶ 3 (rel. May 22, 2003) (“*Verizon Forbearance Protective Order*”).

⁷ 5 U.S.C. §552(b)(4).

Pursuant to section 0.459 of the Commission's Rules, in support of its request for confidential treatment SBC provides the following statement of the reasons for withholding the materials from inspection and the relevant facts.

(1) Identification of the specific information for which confidential treatment is sought:

Confidential treatment is sought with respect to detailed, competitively sensitive financial information relating to the costs incurred by SBC and its affiliates to comply with the Commission's OI&M restrictions and the savings that could be obtained by grant of the pending Petition. The documents setting forth that information are marked: "CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER REQUESTED IN CC DOCKET NOS. 96-149 and 98-141 before the Federal Communications Commission."

(2) Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission:

The confidential information is being submitted as part of an *ex parte* filing by SBC in support of the Declaration of Richard Dietz accompanying the SBC Petition in the above-captioned dockets (CC Docket Nos. 96-149 and 98-141).

(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged:

SBC is seeking confidential treatment of detailed, competitively sensitive financial information relating to the costs incurred by SBC and its affiliates to comply

with the Commission's OI&M restrictions and the savings that could be obtained by grant of the pending Petition. This information is treated by the company as commercially significant and proprietary and not available to the public.

(4) Explanation of the degree to which the information concerns a service that is subject to competition:

The information for which protection is sought relates to the costs incurred by SBC and its affiliates in the provision of long distance services, advanced services and local services, all subject to significant competitive offerings from a variety of competitors. Indeed, a key basis of the Petition to which this information relates is the competitive disadvantage the Commission's OI&M rules place on SBC, particularly with respect to the highly competitive offering of end-to-end services and packages of services to medium-sized and large businesses.

(5) Explanation of how disclosure of the information could result in substantial competitive harm:

As noted, the information for which protection is sought relates to the costs incurred by SBC and its affiliates in the provision of long distance services, advanced services and local services, all subject to significant competitive offerings from a variety of competitors. It describes how SBC and its affiliates provide those services today, and how they hope to be able to provide them tomorrow. Knowing SBC's detailed costs, including specifically the artificially-imposed additional costs of operating within the OI&M restrictions, and how consolidation and cost-savings might be implemented if the Petition were granted, would provide competitors with sensitive information useful in

developing their competing bids to provide services to customers and aid in their business planning and investment decisions. Disclosure would harm SBC further because these same companies protect their own cost data and internal business coordination plans from being revealed to competitors like SBC.

(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure:

The information which SBC is asking the Commission to treat as confidential is treated by the company as commercially significant and proprietary and not available to the public. Access to such data even by SBC employees is limited to a "need-to-know" basis and use is limited.

(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties:

The information at issue here is not available to the public. SBC would not make such data available, even in regulatory proceedings, without a request for confidential treatment. This information has not previously been disclosed.

(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure:

In light of the commercially and competitively-sensitive nature of the information, SBC believes that the documents should be treated pursuant to protective order for the foreseeable future. There is no predetermined point at which a competitor might not be unfairly advantaged -- and SBC harmed -- by unrestricted access to SBC's cost data and possible consolidation and competitive business plans.

(9) Any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be granted:


The Commission has already found in an analogous proceeding that the types of proprietary cost data and consolidation plans relevant to a possible lifting of OI&M restrictions should be accorded confidential treatment when filed with the Commission.⁸ While SBC believes that the subject data should not be made available under any circumstances, SBC is willing to accept the same treatment accorded to the information submitted in that proceeding, namely the imposition of a carefully crafted and comprehensive protective order to limit and control disclosure. A draft protective order to accomplish that end is attached hereto as Appendix A.

* * *

⁸ *Verizon Forbearance Protective Order*, ¶ 3

Because of the competitively sensitive nature of the evidence with respect to costs, business operations and business plans being submitted here, any inspection of the documents by anyone outside the Commission should be limited, and should be subject to a protective order similar to the draft protective order attached hereto as Appendix A. SBC also seeks sufficient advance notice of any other proposed disclosure to allow other actions to protect its interests in the confidentiality of the information.

Respectfully submitted,



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Counsel for SBC Communications Inc.

June 16, 2003

APPENDIX A

Protective Order

CC Docket Nos. 96-149 and 98-141

1. *Introduction.* We anticipate that SBC (hereinafter referred to as the "Submitting Party") may need to rely on commercially sensitive business information or other confidential or proprietary information in order to provide evidence in support of its petition for forbearance and modification and meaningful answers to the questions raised by the record and therefore, such documents should be made available pursuant to a Protective Order. Consequently, the Wireline Competition Bureau (Bureau) has adopted this Protective Order to ensure that any confidential or proprietary documents submitted by the Submitting Party is afforded adequate protection. This Protective Order does not constitute a resolution of the merits concerning whether any confidential information would be released publicly by the Commission upon a proper request under the Freedom of Information Act (FOIA) or otherwise.

2. *Definitions.* As used herein, capitalized terms, not otherwise defined herein, shall have the following meanings:

"Confidential Information" means information contained in Stamped Confidential Documents or derived therefrom that is not otherwise available from publicly available sources,

"Counsel" means In-House Counsel and Outside Counsel of Record;

"In-House Counsel" means the attorney (or attorneys) employed by a party to these proceedings or who is employed by an affiliated entity and who is actively engaged in the conduct of this proceeding, *provided that*, such counsel is not involved in competitive decision-making, *i.e.*, In-House Counsel's activities, association, and relationship with a client are not such as to involve such counsel's advice and participation in any or all of the client's business decisions made in light of similar or corresponding information about a competitor; and

"Outside Counsel of Record" means the firm(s) of attorneys, or sole practitioner(s), as the case may be, representing a party in these proceedings.

3 *Use of Confidential Information.* Persons obtaining access to Confidential Information (including Stamped Confidential Documents (as hereinafter defined)) under this Protective Order shall use the information solely for preparation and the conduct of this proceeding as delimited in this paragraph and paragraphs 5, 10, and 11, and any subsequent judicial proceeding arising directly from this proceeding and, except as provided herein, shall not use such documents or information for any other purpose, including without limitation business, governmental, or commercial purposes, or in other administrative, regulatory or judicial proceedings. Should the Commission rely upon or otherwise make reference to the contents of any of the Stamped Confidential Documents

or Confidential Information in its decision in this proceeding, it will do so in the same manner in which it maintained the confidentiality of similar protected information in the *SBC/Ameritech Merger Order*, 14 FCC Rcd. 14712 (1999).

4. *Non-Disclosure of Stamped Confidential Documents.* Except with the prior written consent of the Submitting Party, or as hereinafter provided under this Protective Order, neither a Stamped Confidential Document nor any Confidential Information may be disclosed by a reviewing party to any person other than the Commission and its staff. A "Stamped Confidential Document" shall mean any document, or part thereof, that bears the legend (or which otherwise shall have had the legend recorded upon it in a way that brings its attention to a reasonable examiner) "CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER IN CC DOCKET NOS. 96-149 and 98-141 before the Federal Communications Commission" or "CONFIDENTIAL INFORMATION – SUBJECT TO PROTECTIVE ORDER REQUESTED IN CC DOCKET NOS. 96-149 and 98-141 before the Federal Communications Commission" to signify that it contains information that the Submitting Party believes should be subject to protection under FOIA and the Commission's implementing rules, unless the Commission determines, *sua sponte* or by request pursuant to Sections 0.459 or 0.461 of its rules, that any such document is not entitled to confidential treatment. For purposes of this Protective Order, the term "document" means all written, recorded, electronically stored, or graphic material, whether produced or created by the reviewing party or another person.

5. *Permissible Disclosure.* Subject to the requirements of paragraph 8, Stamped Confidential Documents may be reviewed by Counsel. Subject to the requirements of paragraph 8, Counsel may disclose Stamped Confidential Documents and other Confidential Information to: (1) outside consultants or experts retained for the purpose of assisting Counsel in this proceeding, *provided, that*, the outside consultants or experts are not involved in the analysis underlying the business decisions of any competitor of the Submitting Party nor do they participate directly in those business decisions; (2) paralegals or other employees of such Counsel not described in clause 3 of this paragraph 5 assisting Counsel in this proceeding; (3) employees of such Counsel involved solely in one or more aspects of organizing, filing, coding, converting, storing, or retrieving documents or data or designing programs for handling data connected with this proceeding, or performing other clerical or ministerial functions with regard to documents connected with this proceeding; and (4) employees of third-party contractors performing one or more of the functions set forth in clause 3 of this paragraph 5. Individuals who have obtained access to Stamped Confidential Documents and Confidential Information in accordance with the provisions of this paragraph 5 and paragraph 8 may discuss and share the contents of the Stamped Confidential Documents and Confidential Information with any other person who has also obtained access in accordance with the provisions of this paragraph 5 and paragraph 8, and with the Commission and its staff.

6. *Protection of Stamped Confidential Documents and Confidential Information.* Persons described in paragraph 5 shall have the obligation to ensure that access to Stamped Confidential Documents and Confidential Information is strictly

limited as prescribed in this Protective Order. Such persons shall further have the obligation to ensure that: (1) Stamped Confidential Documents and Confidential Information are used only as provided in this Protective Order; and (2) Stamped Confidential Documents are not duplicated except as necessary for filing at the Commission under seal as provided in paragraph 10 below.

7. *Prohibited Copying.* If, in the judgment of the Submitting Party, a document contains information so sensitive that it should not be copied by anyone, it shall bear the additional legend "Copying Prohibited," and no copies of such document, in any form, shall be made. Application for relief from this restriction against copying may be made to the Commission, with notice to Outside Counsel of Record for the Submitting Party.

8. *Procedures for Obtaining Access to Confidential Documents.* In all cases where access to Stamped Confidential Documents and Confidential Information is permitted pursuant to paragraph 5, before reviewing or having access to any Stamped Confidential Documents or Confidential Information, each person seeking such access shall execute the Acknowledgment of Confidentiality ("Acknowledgment") (*see* Appendix B) and file it with the Bureau, on behalf of the Commission, and serve it upon the Submitting Party through its Outside Counsel of Record so that the Acknowledgment is received by the Submitting Party at least five business days prior to such person's reviewing or having access to such Submitting Party's Stamped Confidential Documents or Confidential Information. Where the person seeking access is one described in either clause 3 or 4 of paragraph 5, the Acknowledgment shall be delivered promptly prior to the person's obtaining access. The Submitting Party shall have an opportunity to object to the disclosure of Stamped Confidential Documents to any such persons. Any objection must be filed at the Commission and served on Counsel representing, retaining or employing such person within three business days after receiving a copy of that person's Acknowledgment (or where the person seeking access is one described in either clause 3 or 4 of paragraph 5, such objection shall be filed and served as promptly as practicable after receipt of the relevant Acknowledgment). Until any such objection is resolved by the Commission and, if appropriate, any court of competent jurisdiction prior to any disclosure, and unless such objection is resolved in favor of the person seeking access, persons subject to an objection from the Submitting Party shall not have access to Stamped Confidential Documents or Confidential Information. The Submitting Party shall make available for review the Stamped Confidential Documents of such party at the offices of such party's Outside Counsel of Record or, if the Submitting Party does not have Outside Counsel of Record, at the offices of such party's In-House Counsel.

9. *Requests for Additional Disclosure.* If any person requests disclosure of Confidential Information outside the terms of this Protective Order, requests will be treated in accordance with Sections 0.442 and 0.461 of the Commission's rules.

10. *Filings with the Commission.* Persons described in paragraph 5 may, in any documents that they file in this proceeding, reference Confidential Information, but only if they comply with the following procedure:

- a. Any portions of the pleadings that contain or disclose Confidential Information must be physically segregated from the remainder of the pleadings;
- b. The portions of pleadings containing or disclosing Confidential Information must be covered by a separate letter to the Secretary of the Commission referencing this Protective Order;
- c. Each page of any party's filing that contains or discloses Confidential Information subject to this order must be clearly marked: "Confidential Information included pursuant to Protective Order, CC Docket Nos. 96-149 and 98-141;" and
- d. The confidential portion(s) of the pleading shall be served on the Secretary of the Commission, the Bureau, and the Submitting Party. Such confidential portions shall be served under seal, and shall not be placed in the Commission's public file. A party filing a pleading containing Confidential Information shall also file redacted copies of the pleading containing no Confidential Information, which copies shall be placed in the Commission's public files. Parties should not provide courtesy copies of pleadings containing Confidential Information to Commission Staff unless the Bureau so requests. Any courtesy copies shall be submitted under seal.

11. *Client Consultation.* Nothing in this order shall prevent or otherwise restrict Counsel from, rendering advice to their clients relating to the conduct of this proceeding and any subsequent judicial proceeding arising therefrom and, in the course thereof, relying generally on examination of Stamped Confidential Documents or Confidential Information; provided, however, that in rendering such advice and otherwise communicating with such client, Counsel shall not disclose Stamped Confidential Documents or Confidential Information.

12. *No Waiver of Confidentiality.* Disclosure of Confidential Information as provided herein by any person shall not be deemed a waiver by the Submitting Party of any privilege or entitlement to confidential treatment of such Confidential Information. Reviewing parties, by viewing this material agree: (1) not to assert any such waiver; (2) not to use Confidential Information to seek disclosure in any other proceeding; and (3) that accidental disclosure of Confidential Information by the Submitting Party shall not be deemed a waiver of any privilege or entitlement as long as the Submitting Party takes prompt remedial action.

13. *Subpoena by Courts, Departments or Agencies.* If a court, or a federal or state department or agency issues a subpoena or orders production of Stamped Confidential Documents or Confidential Information that a party has obtained under terms of this Protective Order, such party shall promptly notify the Submitting Party of the pendency of such subpoena or order. Consistent with the independent authority of any court, department or agency, such notification must be accomplished such that the Submitting Party has a full opportunity to oppose such production prior to the production or disclosure of any Stamped Confidential Document or Confidential Information.

14. *Violations of Protective Order.* Should a person that has properly obtained access to Confidential Information under this Protective Order violate any of its terms, that person shall immediately convey that fact to the Commission and to the Submitting Party. Further, should such violation consist of improper disclosure of Confidential Information, the violating person shall take all necessary steps to remedy the improper disclosure. The Commission retains its full authority to fashion appropriate sanctions for violations of this Protective Order, including but not limited to suspension or disbarment of Counsel from practice before the Commission, forfeitures, cease and desist orders, and denial of further access to Confidential Information in this or any other Commission proceeding. Nothing in this Protective Order shall limit any other rights and remedies available to the Submitting Party at law or in equity against any person using Confidential Information in a manner not authorized by this Protective Order.

15. *Termination of Proceeding.* The provisions of this Protective Order shall not terminate at the conclusion of this proceeding. Within two weeks after conclusion of this proceeding and any administrative or judicial review, persons described by paragraph 5 shall destroy or return to the Submitting Party Stamped Confidential Documents and all copies of the same. No material whatsoever derived from Stamped Confidential Documents may be retained by any person having access thereto, except Counsel (as described in paragraph 5) may retain, under the continuing strictures of this Protective Order, two copies of pleadings (one of which may be in electronic format) containing Confidential Information prepared on behalf of that party. All Counsel shall make certification of compliance herewith and shall deliver the same to Counsel for the Submitting Party not more than three weeks after conclusion of this proceeding. The provisions of this paragraph 15 regarding retention of Stamped Confidential Documents and copies of same shall not be construed to apply to the Commission or its staff.

FEDERAL COMMUNICATIONS COMMISSION

William F. Maher, Jr.
Chief, Wireline Competition Bureau

Acknowledgment of Confidentiality

CC Docket Nos. 96-149 and 98-141

I hereby acknowledge that I have received and read a copy of the foregoing Protective Order in the above-captioned proceeding, and I understand it. I agree that I am bound by the Protective Order and that I shall not disclose or use Stamped Confidential Documents or Confidential Information except as allowed by the Protective Order. I acknowledge that a violation of the Protective Order is a violation of an order of the Federal Communications Commission.

Without limiting the foregoing, to the extent that I have any employment, affiliation or role with any person or entity other than a conventional private law firm (such as, but not limited to, a lobbying or public interest organization), I acknowledge specifically that my access to any information obtained as a result of the order is due solely to my capacity as Counsel or consultant to a party or other person described in paragraph 5 of the foregoing Protective Order and that I will not use such information in any other capacity nor will I disclose such information except as specifically provided in the Protective Order.

I hereby certify that I am not involved in "competitive decision-making" as that term is used in the definition of In-House Counsel in paragraph 2 of the Protective Order.

I acknowledge that it is my obligation to ensure that: (1) Stamped Confidential Documents and Confidential Information are used only as provided in the Protective Order; and (2) Stamped Confidential Documents are not duplicated except as specifically permitted by the terms of paragraph 10 of the Protective Order, and I certify that I have verified that there are in place procedures, at my firm or office, to prevent unauthorized disclosure of Stamped Confidential Documents or Confidential Information.

Capitalized terms used herein and not otherwise defined shall have the meanings ascribed to them in the Protective Order.

Executed at _____ this ____ day of _____, ____.

[Name]

[Position]

[Address]

[Telephone]



SBC Costs of OI&M Restrictions

Forbearance Petition Savings

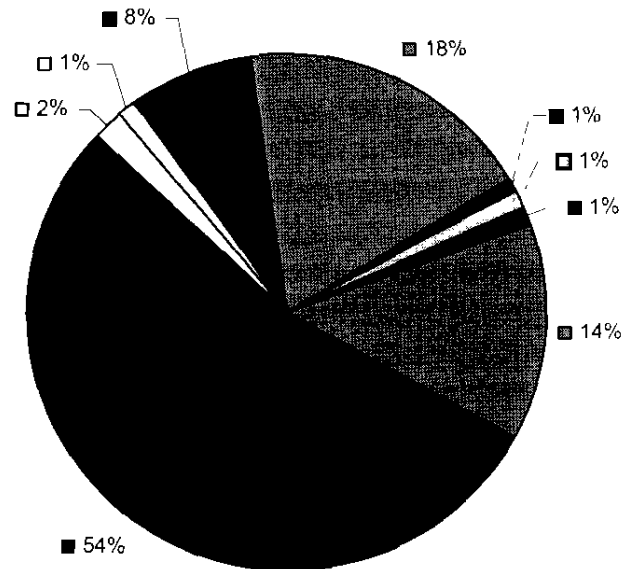


Dietz Declaration Paragraph	Costs of Separate OI&M, NP&E and D&A Operations	(\$' 000)
13	Ordering, Circuit Design and Facility Assignment	10,660
14	Provisioning, Installation, Maintenance and Repair	41,790
15	Program/Project Management	1,540
16	Performance Metrics, Customer Service Quality and Executive Complaint Group	905
17	Local Field Operations and Dispatch	6,075
18	Surveillance and Monitoring	14,344
19	Network Capacity Management	677
20	Staff Product Support	829
21	Real Estate	959
Total		77,779

Forbearance Petition Savings



Annual Cost Savings of 77,779,000



- Ordering, Circuit Design and Facility Assignment
- Provisioning, Installation, Maintenance and Repair
- Program/Project Management
- Performance Metrics, Customer Service Quality and Executive Complaint Group
- Local Field Operations and Dispatch
- Surveillance and Monitoring
- Network Capacity Management
- Staff Product Support
- Real Estate

Ordering, Circuit Design and Facility Assignment



	Current Work Force	Annualized Expense	Estimate % Savings	Estimated Savings
<p>SBC Data Services will integrate operations for ordering, circuit design and facility assignment into one centralized system and work group. Consolidation of the systems software and hardware for ASI, SBCLD and DataComm will further reduce existing costs of maintaining and operating those systems.</p> <p>ASI - DSL Circuit Design</p> <p>ASI - Frame and ATM Circuit Design</p> <p>ASI - DSL, Frame and ATM Systems and Software</p>				
Total				10,659,918

Provisioning, Installation, Maintenance and Repair



	Current Work Force	Annualized Expense	Estimate % Savings	Estimated Savings
<p>Consolidation will eliminate duplicate labor responsible for the provisioning, installation, maintenance and repair of network components, as well as the systems to support these functions. Consolidation will eliminate the need to hand off work items between separate affiliate operations. Consolidation of the systems software and hardware for ASI and SBCLD will reduce existing costs of maintaining and operating those systems.</p> <p>ASI - DSL Provisioning, Test and Turn-up Maintenance Test Center (including Customer Care)</p> <p>ASI - Frame and ATM Provisioning, Test and Turn-up Maintenance Test Center (including Customer Care)</p> <p>SBCLD Customer Care</p> <p>ASI - DSL, Frame and ATM Systems and Software</p> <p>SBCLD Systems and Software</p>				
Total				41,790,296

Program/Project Management



	Estimated Savings
<p>Consolidation will eliminate project and program managers within the Data Service affiliates responsible for coordination between affiliates to ensure initiatives are appropriately prioritized, managed and funded. For example, when installing a frame relay service, ASI and SBCLD today must designate separate project managers to ensure timely and appropriate implementation of the products and services. The current structure increases costs due to duplication of personnel and system resources to manage the implementation of different aspects of the same product for each of the affiliates.</p> <p>ASI - Operations Staff Organization</p> <p>Reduction of maintenance of Tracking Systems and Database Expense Elimination of Duplicate Servers for Warehousing and Storage of Project Management Data Reduction of <u>x</u> headcount @ \$<u>xx</u> per employee</p>	
Total	1,540,000

Performance Metrics, Customer Service Quality and Executive Complaint Group



	Estimated Savings
<u>Performance Metrics.</u> Consolidation of SBCLD, ASI and other Data Services affiliates will eliminate the need for each entity to develop its own performance metrics and track its own performance in the areas of provisioning, service quality and repair. Elimination of the OI&M restriction will eliminate the need for redundant systems for generating, maintaining and storing data.	
<u>Customer Service Quality ("CSQ")</u> Integration of SBCLD and ASI CSQ personnel will eliminate the need for separate staff to perform identical functions, such as developing business requirements, designing surveys and reports, and analyzing results.	
<u>Executive Complaint Group (ECG")</u> Consolidation of ECG organizations will eliminate the need to maintain ECG organization separate from one another. Moreover, it will promote process standardization and eliminate the need for multiple systems for tracking complaints and resolutions.	
ASI - Operations Staff Performance Metrics Reduction of <u>x</u> headcount @ \$ <u>xx</u> per employee Reduction of Maintenance of Warehousing and Storage of Data Expense Elimination of Duplicate Servers for Warehousing and Storage of Data Customer Service Quality Reduction of <u>x</u> headcount @ \$ <u>xx</u> per employee	
SBCLD Executive Complaints Group Reduction of <u>x</u> headcount @ \$ <u>xx</u> per employee	
Total	905,000

Local Field Operations and Dispatch



	Current Work Force	Annualized Expense	Estimate % Savings	Estimated Savings
Consolidation of local field operations ("LFO") group will eliminate the need to dispatch two separate technicians to perform DSL provisioning, CPE installations, and equipment maintenance for business customers. In addition, consolidation of the systems software and hardware will reduce existing costs of maintaining and operating those systems				
ASI - DSL Local Field Office				
ASI - DSL Systems and Software				
Total				6,074,507

Surveillance and Monitoring



	Current Work Force	Annualized Expense	Estimate % Savings	Estimated Savings
<p><u>Network Operations Centers</u></p> <p>Separate affiliates maintain their own Network Operations Centers ("NOCs") to perform surveillance and monitoring of customers' networks, to notify customers of outages or planned maintenance activities, and to manage planned maintenance activity affecting large numbers of customers. With OI&M relief, SBC could consolidate the separate NOCs into a single NOC to monitor customers' entire network, resulting in savings of approximately \$12,819,000 in labor and employee-related expenses</p> <p><u>Network Management Systems Duplicate Licenses.</u></p> <p>Separate affiliates use many of the same systems and applications for network monitoring, and pay for duplicate applications licenses and duplicate hardware. If SBC were permitted to consolidate these operations, a savings of \$425,000 in software licensing expense could be realized. In addition, OI&M relief would enable SBC to redeploy equipment to save \$1,100,000 in capital expenditures for hardware</p> <p>Network Operations Centers</p> <p>SBCIS</p> <p>DSL Provisioning and Surveillance</p> <p>SBCLD</p> <p>Net Ops</p> <p>Network Project Management</p> <p>Reduction of x headcount @ \$xx per employee</p> <p>Network Management Systems Duplicate Licenses</p> <p>SBCLD</p> <p>Network Planning and Engineering</p> <p>Eliminate duplicate hardware</p> <p>Network Management Systems</p> <p>Eliminate duplicate software licenses</p>				
Total				14,344,008

Network Capacity Management



	Estimated Savings
<p>The OI&M restrictions require that the affiliates track network capacity and utilization separately. As a result, SBC uses duplicate hardware, software and personnel to perform these functions. With OI&M relief, SBC could integrate systems and processes into one capacity management system, resulting in a saving of over \$677,000 annually in labor, expense and capital.</p> <p>ASI Network Planning and Engineering Reduction of <u>x</u> headcount</p> <p>SBCLD Network Planning and Engineering Reduction of <u>x</u> headcount @ \$<u>xx</u> per employee</p>	
Total	677,293

Staff Product Support



	Estimated Savings
<p>Staff support includes functions such as documenting methods and procedures ("M&P"), writing systems requirements, and designing and developing processes for network monitoring, installation, design, maintenance and repair for advanced services and long distance products. Having functionality within the same group optimizes resources, promotes process standardization, eliminates duplication, and increases the odds of successful product implementation. It is anticipated OI&M relief will result in approximately \$829,000 in annual labor, expense and systems support costs.</p> <p>ASI - Ops Staff</p> <p>DSL Product Support Reduction of <u>x</u> headcount @ \$<u>xx</u> per employee</p> <p>Non-DSL Product Support Reduction of <u>x</u> headcount @ \$<u>xx</u> per employee</p>	
Total	828,750

Real Estate



	Estimated Savings
<p>With OI&M relief, SBC will realize a savings in real estate costs. A reduction in headcount will reduce the costs associated with utility and phone bills, furniture rentals, PC leases and other incidental real estate costs. The projected savings from headcount reduction is expected to be near \$959,000 in annual expense.</p> <p>Real Estate Real Estate savings associated with reduction of <u>x</u> SBCLD employees @ \$<u>xx</u> per employee</p>	
Total	958,747



September 9, 2003

Ex Parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 Twelfth Street, S. W.
Room TWB-204
Washington, DC 20554

**RE: Petition of SBC Communications Inc. for Forbearance from the Prohibition of
Sharing Operating, Installation and Maintenance Functions Under Section
53.203(a) (2) of the Commissions Rules, CC Docket No. 96-149, 98-141**

Dear Ms. Dortch:

In response to the questions raised by the Wireline Competition Bureau staff, SBC is providing further clarification to the SBC Costs of OI&M Restrictions filed on June 16, 2003. Because some of the information contained herein is competitively sensitive proprietary financial data, SBC has filed that information under separate cover as required by this Commission's Protective Order dated June 27, 2003. This filing includes two copies of the redacted version of that document.

Sincerely,

A. Seam

Anu Seam

cc: Michelle Carey
William Dever
Pamela Megna
Christi Shewman
Robert Tanner

Clarification of Cost Data

As requested by the Wireline Competition Bureau staff, SBC is filing the following clarifications to the document entitled SBC Costs Of OI&M Restrictions filed on June 16, 2003 (Cost Filing).

1. **Recurring and non-recurring savings:** All the savings identified in the Declaration of Richard Dietz, and further detailed in the Cost Filing dated June 16, 2003 are annual recurring savings, except for the non-recurring savings identified below :
 - a. ASI Operations (Program/Project Management) – savings of **** (proprietary)** as shown on Page 6.
 - b. ASI Operations (Performance Metrics) – savings of **** (proprietary)** as shown on page 7.
 - c. SBCLD Network Planning and Engineering – savings of **** (proprietary)** --- as shown on page 9.
2. **Systems and Software savings:** The amount of **** (proprietary)** as shown on pages 4, 5, and 8 of the Cost Filing was incorrectly labeled as an “annualized expense,” but it represents the “annualized “savings” for systems and software that SBC expects to achieve if it is granted OI&M relief. The estimated percentage of savings in each category on pages 4, 5, and 8 is a further breakdown of this number and reflects the percentage of the **** (proprietary)** that will be saved in each category. Thus, SBC’s estimate of annual savings for systems and software is as follows:
 - a. ASI-DSL, Frame and ATM Systems and Software for Ordering, Circuit Design and Facility Assignment (page 4) – **** (proprietary)**.
 - b. ASI-DSL, Frame and ATM Systems and Software for Provisioning, Installation, Maintenance and Repair (page 5) – **** (proprietary)**.
 - c. SBCLD Systems and Software for Provisioning, Installation, Maintenance and Repair (page 5) – **** (proprietary)**.
 - d. ASI-DSL Systems and Software for Local Field Operations and Dispatch (page 8) – **** (proprietary)**.